

## Knowledge Based Working: Guidance for the Knowledge Age

Steve Ellis

The content of the book draws on two chief sources: the author's own expertise in knowledge based working (KBW) developed over five years of blue chip consultancy experience, and the results of a previously unpublished five year study into KBW the author has undertaken. The book combines rigorous academic analysis combined with numerous real life examples.

The author is developing a strong reputation and presence in the KBW field and is a well known author and contributor to conferences.

In addition to practitioners, the book will appeal to management students and those with a general interest in knowledge based working or studying for a range of professional qualifications, e.g. IPD, CIMA, AAT, CIL.

**Contents:** *Introduction to knowledge based working (KBW); Managing KBW and knowledge workers; The new rules of organisational behaviour: 'the 4 Cs' of KBW; Conclusion, the implications of KBW.*

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Pub. June 2005 234 x 156 mm 200pp

## Knowledge Management for Teams and Projects

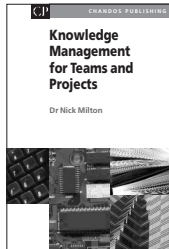
Dr Nick Milton, Knoco Ltd

This book describes how Knowledge Management (KM) can be applied at a team and project level: at all scales from small teams working on discrete activities, to large multi-company construction and development projects. The book includes some of the KM techniques that can be applied to projects, such as Peer Assists, Project Retrospects, Technical Limit meetings, KM self-audits, and KM plans. It is illustrated throughout with examples from successful organisations.

**Key Features:** knowledge is a key asset for improving team performance; the management of knowledge (KM) is a discipline that has been evolving over the past decade; KM can very successfully be embedded in a project framework; the processes and approaches to project KM are simple, but need to be integrated with other project management disciplines; the book is aimed at the leaders and members of project teams.

**Contents:** *Principles of KM: KM and project work; The flow of knowledge in projects; KM and project discipline; Assurance and embedding; Case histories; Appendix – KM tools and processes.*

Price: £39.00 P/B ISBN: 1-84334-114-X  
Price: £57.00 H/B ISBN: 1-84334-115-8  
Pub. Aug 2005 234 x 156 mm c200pp



## Managing Archives

Caroline Mary Williams,  
University of Liverpool

This book provides an up-to-date practical guide to archives management. It has three main target audiences: those who have been tasked by their organization to manage its archives but who have no prior training; those who are starting out as professionals or para-professionals in a record keeping environment and need basic guidance; and students who are currently studying for a professional qualification. Basic guidance is supplemented by comprehensive references to professional literature, standards, web sites etc. to enable the reader to further their studies at their own pace. The text includes a range of optional activities that enable the reader to translate principles into practice and feel greater 'ownership' with the guidance.

**Contents:** *Introducing archives; Archives in context; Management matters; Physical maintenance – how to preserve archives for the long-term; Intellectual control – knowing what you have got and what to do with it; Making archives accessible; The wider world of archives.*

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Price: £57.00 H/B ISBN: 1-84334-113-1  
Pub. Jan 2006 234 x 156 mm c200pp

## Knowledge Management: An Integrative Approach

Dr Meliha Handzic and Albert Z Zhou,  
University of New South Wales

This book focuses on basic knowledge management (KM) concepts and their inter-relationships. Most importantly, the book brings together diverse perspectives currently seen in the field of KM research and practice in a logical sequence incorporating the most relevant and representative examples into an integrated framework. It offers a comprehensive coverage of the KM phenomena, including: KM frameworks, KM drivers, socio-technological enablers and processes, KM outputs and outcomes, as well as issues and challenges for KM present and future. With its integrated and systematic approach to KM phenomena, the book contributes to achieving an objective and complete picture of the field. The book will help students, individuals and organisations to better understand the benefits and limitations of KM. It will also help managers to choose more suitable KM solutions to enhance and exploit their organisational knowledge. This book would interest scientists, researchers and research students; practitioners and professionals and managers; graduates and undergraduates; university, corporate and government libraries.

**Contents:** *Preface; Part I – Introduction to KM; Part II – KM components and relationships; Part III – Benefits and limitations of KM; Resources and Index.*

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Price: £57.00 H/B ISBN: 1-84334-123-9  
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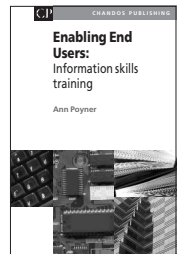
## Enabling End Users: Information Skills Training

Ann Poyner, Consultant

This introductory book suggests ways of approaching some of the problems library and information professionals face as they prepare to offer end user education or training through personal tuition. Advice is given about how to take stock of existing library and information services in relation to their place and value within organisations. It examines issues about who needs end user education and training, what they might need and how it can be delivered. Guidance on planning and running individual, group and workshop training is provided.

**Key features:** Provides information on: (1) identifying key issues relating to end user education in libraries and (2) preparing to give individual tuition and planning group and workshop training.

**Contents:** *Seeking information; Identifying key issues; The information professional as educator or trainer; The searching process and searching techniques; Preparing training materials; The one-to-one training interface; The group training experience; Electronic resources and the computer gateway.*



Price: £39.00 P/B ISBN: 1-84334-108-5  
Price: £57.00 H/B ISBN: 1-84334-109-3  
Pub. Mar 2005 234 x 156 mm 150pp

## The New Information Professional: How to Thrive in the Information Age Doing What You Love

Dr Sue Myburgh, University of South Australia

This book looks at the role of the information professional in the changing environment in which they now work. Information professionals find themselves in a paradoxical situation: there is increased interest in information and its management, stimulated by the Internet, and, simultaneously, diminished recognition by employers and the public at large of the theory and practice of library and information science. This has resulted in the 'invasion' of traditional library and information science territory by 'rival' groups, such as information technologists, system analysts, business consultants and even accountants, while information professionals with appropriate skills are ignored or even unemployed. This book provides clarification of the many issues facing both practicing information managers and library and information science students, as well as providing a guide to the new and diverse career pathways available in the field. These tools assist individuals in achieving greater success in their careers, as well as leading to greater recognition of the contribution of library and information services in organisations and society.

**Contents:** *The changing context of information work; New challenges for information professionals; Where are the boundaries of library and information science theory and practice?; Information as a strategic commodity; Characteristics of the new profession.*

Price: £39.00 P/B ISBN: 1-84334-087-9  
Price: £57.00 H/B ISBN: 1-84334-097-6  
Pub. May 2005 234 x 156 mm 230pp

## Digital Rights Management: A Librarian's Guide to Technology and Practice

Grace Agnew, Rutgers,  
The State University of New Jersey, USA

This book provides an overview of the current landscape in digital rights management (DRM), including: an overview of terminology and issues facing libraries, plus an overview of the technology (including standards and off-the-shelf products). It discusses the role and implications of DRM for existing library services, such as integrated library management systems, electronic reserves, commercial database licenses, digital asset management systems and digital library repositories. It also discusses the impact that DRM 'trusted system' technologies, already in use in complementary areas, such as course management systems and web-based digital media distribution, may have on libraries. Discusses strategies for implementing DRM in libraries and archives for safeguarding intellectual property in the web environment.

**Key features:** a practical guide that places DRM within the context of the services and practices of the library and offers guidance on getting started; an understandable overview of the technologies and standards involved in digital rights management; an overview of the DRM landscape beyond libraries, with an emphasis on how this landscape impacts libraries and shapes DRM generally. In particular, the e-learning and digital media distribution arenas are embracing DRM, with significant potential impact for libraries. Includes an emphasis not just on digital books and still images, but digital video and audio, where the need for DRM is more compelling.

**Contents:** *The digital rights landscape; Understanding the technology; DRM in context – the library environment; DRM and intellectual property; Getting started with DRM.*

Price: £39.95 P/B ISBN: 1-84334-125-5  
Pub. Mar 2006 234 x 156 mm c200pp

## Digital Libraries and the Challenges of Digital Humanities

Dr Jeffrey A. Rydberg-Cox,  
University of Missouri, USA

One of the major challenges facing librarians and curators of digital repositories are the innovative 'born digital' documents created by scholars in the humanities. These documents range from the parsed corpora created by linguists to traditional reference information presented in electronic databases, to rich, multi-media hypertexts combining audio, still and moving video and text, and many other sorts of material. Too often, librarians think of electronic resources solely as providing access to subscription databases. This book encourages librarians to think holistically of the life cycle of electronic resources from new items being created at their institution, to end-user access, to long term preservation of digital resources.

**Contents:** *Introduction; Providing access to scholarship; Helping readers understand scholarship; Enabling new scholarship; Conclusion.*

Price: £39.95 P/B ISBN: 1-84334-134-4  
Pub. Sept 2005 234 x 156 mm c200pp

## Descriptive and Subject Cataloguing: A Workbook

Dr Jaya Raju, Durban  
Institute of Technology and  
Reggie Raju, University of  
Kwa-Zulu Natal

Is a workbook on descriptive and subject cataloguing; it contains practical examples and suggested solutions to reinforce theoretical concepts and practical application in descriptive cataloguing (using *Anglo-American Cataloguing Rules*, 2nd ed., 1998 rev.), bibliographic classification (using *Dewey Decimal Classification*, 21st ed.) and assigning subject headings (using *Sears List of Subject Headings*, 17th ed.). The workbook is primarily aimed at students in first level library and/or information studies programmes. It may also be used by LIS practitioners for purposes of continuing LIS education and training.

**Contents:** *Introduction; Theoretical principles of information organisation: an overview; Practical examples; Suggested solutions; Tutorial for self-evaluation*

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Price: £57.00 H/B ISBN: 1-84334-127-1  
Pub. Dec 2005 234 x 156 mm c200pp

## How LIS Professionals Can Use Alerting Services for Survival: Grasping opportunities

Dr Ina Fourie, University of Pretoria

This book examines how Library and Information Service (LIS) professionals can use alerting services (also called current awareness services or CAS) to survive: to grasp new opportunities, to enhance information services, their professional development, professional image and job satisfaction. It focuses on services available through the web, the importance of environmental scanning and importance of LIS professionals using their awareness of new information to make a difference. Being alert and keeping track of the latest developments are not enough. Information should be used to generate new knowledge, to inspire, to make progress and to survive. LIS professionals need to be confident that they can prepare for new challenges, deal with information anxiety and information overload and claim new professional roles. Well-informed, confident and creative LIS professionals should be an inspiration to other professions: their use of alerting services should serve as a benchmark for others. The book draws on research on information behaviour, information usage, and information communication, and also on alerting services, environmental scanning, and knowledge generation. This book would interest anybody in the LIS field who wishes to use alerting services to advance LIS services.

**Contents:** *Background on current awareness services, alerting services and environmental scanning; Why LIS professionals should stay alert to survive and how they can offer a benchmark for other professions; Need to use information creatively to make a difference: LIS services, career development, job satisfaction, etc.; Available alerting services and opportunities; LIS professionals' survival in a dynamic global environment; Personalization of alerting services and self-knowledge: the key to success; Survival of alertness (coping with information anxiety, information overload and stress)*

Price: £39.00 P/B ISBN: 1-84334-128-X  
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Pub. Dec 2005 234 x 156 mm c200pp

## The Institutional Repository

Richard Jones, Dr Theo Andrew and  
John MacColl, University of Edinburgh

This book discusses the concept of the Institutional Repository (IR) and examines how they can be set up, maintained and embedded into general institutional working practice. Specific reference is made to capturing certain types of research material such as E-Theses and E-Prints and what the issues are with regard to obtaining the material, ensuring that all legal grounds are covered and then storing the material in perpetuity. General workflow and administrative processes that may come up during the implementation and maintenance of an IR are discussed. The book notes that there are a number of different models that have been adopted worldwide for IR management, and these are discussed. Finally, a case study of the inception of the Edinburgh Research Archive is provided which takes the user through the long path from conception to completion of an IR, examining the highs and lows of the process and offering advice for other implementers. This allows the book the opportunity to introduce extensive practical experience in unexpected areas such as mediated deposit.

**Contents:** *Introduction; Building the repository; Technical requirements for The Institutional Repositories; Work-flow and administration; Advocacy; IPR, copyright and licensing; Where the Institutional Repository meets the digital library; Case Study – Edinburgh Research Archive; Glossary of Terms; Appendix A – an overview of the current popular software packages.*

Price: £39.95 P/B ISBN: 1-84334-138-7  
Pub. Jan 2006 234 x 156 mm c250pp

## Digital Rights Management: The Problem of Expanding Ownership Rights

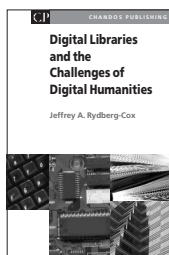
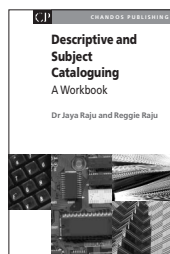
Dr Christopher May,  
University of the West of England

This book examines the social context of new digital rights management (DRM) technologies in a lively and accessible style. It sets out the scope of DRM in non-technical terms and then explores the shifts that DRM has produced within the regime of protection of intellectual property rights (IPRs). Focusing on the social norms around the protection of IPRs, it examines the music industry and software development sector to ask whether the protections established by DRM are legitimate and socially beneficial. Using these key examples to establish a more general argument, the book's central conclusion is that rather than merely re-establishing threatened rights, the development of DRM has extended the rights of intellectual property owners, and that such an extension violates previous carefully balanced political compromises as regards the maintenance of the public domain.

**Key features:** places DRM in its political context; sets out the social impact of a new and important technology; accessible and clearly written for a non-technical audience; based on author's extensive research on the political economy of IPRs and information technology.

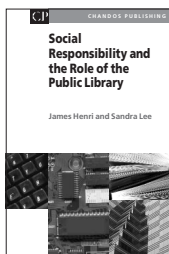
**Contents:** *Introduction – setting the scene; Intellectual Property and Social Norms; DRM-two trajectories; DRM-two cases for consideration; DRM and the overprotection of IPRs.*

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Pub. Feb 2006 234 x 156 mm c200pp



## Social Responsibility and the Role of the Public Library

James Henri and Sandra Lee, University of Hong Kong



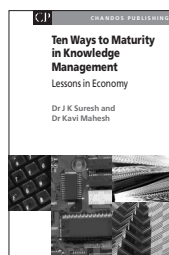
This book rekindles a debate that is anchored in the past as it charges into the future. Three decades have passed since the last *Golden Age of Libraries* – a time when the social and political unrest of a post baby-boomer generation forced libraries to reconsider their social responsibilities. The problems of today are providing a similar catalyst. Faced with a growing divide between rich and poor, a crumbling environment and frightening public health concerns, society is increasingly looking for solutions that make good, ethical sense. In this crucible of current events, libraries are being shaped by tremendous pressure to find their place in the networked world's information marketplace. The authors of this book – both librarians with international experience – seek to define the role of the public library and information professional on this new frontier. The book includes a review of current practice and a look at future possibilities as it examines the need for a social conscience in public libraries.

**Contents:** 9/11 changed everything or did it?; Public library as social space; The poor will always be with us – will they be found in public libraries?; Is the digital divide a terminal disease?; Access and the public library – who are the lepers?; Why should public libraries be concerned about social responsibility?; Public library as social space; Politics and the public library; Image? Librarians just need a really good TV show; Censorship and libraries; Freedom of information issues; The new Free to Be You, You and Me – advocating for young people; Public libraries and public health; Social responsibility v economic rationalist; Is the digital divide a terminal disease?; Censorship and the Bill of Rights; Who are the new information leaders?

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Pub. April 2006 234 x 156 mm c200pp

## Ten Ways to Maturity in Knowledge Management: Lessons in Economy

Dr J K Suresh, Infosys Ltd and Dr Kavi Mahesh, EasySofttech

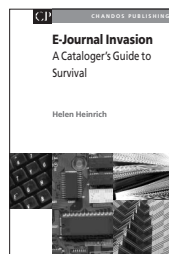


This book presents a comprehensive set of lessons for the KM practitioner, covering all phases of planning, design, implementation and assessment of knowledge management. A central theme of the book is that for the success of KM in an organization, it is critical to ensure that investments and changes are made with sensibility and economy in each phase of the KM solution. The book explains the reasoning behind each of the lessons, illustrates it with scenarios extracted from real-world KM implementations, and provides guidelines for practitioners to implement the lesson in their own organization.

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Pub. Oct 2005 234 x 156 mm c200pp

## E-Journal Invasion: A Cataloger's Guide to Survival

Helen Heinrich, Getty Research Institute, USA



Written by a practitioner, this book explores the changing nature of cataloging in the aftermath of e-journal invasion. It traces the development of the issue by examining changes in AACR2 and CONSER rules, focusing on the revision of AACR2, Chapter 12, and emergence of the concept of 'Continuing Resources'. The book analyzes challenges of e-journal cataloging that stem from an ever-growing number of online publications and aggregator databases. Library's race to keep up with cataloging and record maintenance produced a broad market for commercial MARC services. In examining a variety of vendors' MARC products, the book outlines dilemmas encountered by libraries when considering acquisitions of such services. It analyzes complexities of incorporating commercially produced cataloging into a local database, and offers practical solutions to the most common questions in the process. The book concludes with a look into the future of e-resource cataloging from technical and conceptual standpoints.

**Contents:** How the Internet has changed the lives of catalogers; Changing the rules; Aggressive aggregators and how to deal with them; Local approach; Future of digital resource cataloguing.

Price: £39.95 P/B ISBN: 1-84334-144-1  
Pub. June 2006 234 x 156 mm c200pp

## The Culture of Evaluation in Library and Information Services

Dr John Crawford, Glasgow Caledonian University

This is a practical book written from the point of view of the practitioner, rather than the researcher. It presents current and recent work in the subject area in a way relevant to practitioners, researchers and students. It includes practical examples of survey and research work and discusses honestly the practical difficulties involved. Aimed at an international audience, examples of good practice are drawn from a number of countries across the world. The book also discusses the relevance of survey and evaluation in related areas and the impact of customer care strategies, performance indicators and service level agreements on the culture of evaluation.

**Key features:** is an up to date review/summary of activity in the subject area; provides international comparisons of library and information service evaluation activity; provides practical/real life research and survey data useful to practitioners and academics which they can apply in their own situations; helps library and information science students write coursework and prepare for examinations; presents evaluation and survey work from a practitioner's point of view.

**Contents:** Background; Factors in evaluation; How survey and evaluation work is done; The search for a general survey instrument; Related cultures of evaluation; Current/recent research; The challenge of the electronic environment; Information literacy and future directions; Future directions – continuing cultures of change and the need to evaluate them.

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## Interoperable Web Service Standards for Library Systems: Service Oriented Architectures for Libraries

Matthew Dovey, Oxford University



The book provides a technical overview of the web service standards and what they mean for the future of library systems.

Automated library systems have always had standards to ensure interoperability such as Z39.50 for OPAC searching, MARC for catalogue transfer etc. WebServices is the current technology standard for communication between computer systems. Many industries are developing WebService standards to enable interoperable business to business communications and also to modularize large systems into smaller components on different servers intercommunicating. The library automation industry is no exception, and there are emerging webservice standards for searching OPACs, circulation, acquisitions, online journals, etc. This book looks at these standards in detail.

**Contents:** Introduction to WebServices; WebServices for searching and OPACs; WebServices for access and circulation; WebServices for cataloguing; WebServices for acquisitions; Integration with virtual learning environments; Integration with portals; Integration with financial systems; Integration with authentication and authorisation systems.

Price: £39.95 P/B ISBN: 1-84334-152-2  
Pub. Nov 2006 234 x 156 mm c200pp

## Record Keeping in a Multi-Media Environment: Managing the Creation, Use, Preservation and Disposal of Unique Information Objects in Context

### The contributors

The contributors work in the Humanities Advanced Technology and Information Institute and/or the Information Services Planning Unit of Glasgow University, with the exception of Frank Rankin who is Head of Open Government at the Department for International Development.

**Contents:** Introductory essay, drawing together the themes that run through the book (Alistair Tough and Michael Moss); Record keeping skills and the wider world (Michael Moss); Description, cataloguing and navigation (Victoria Peters and Lesley Richmond); Record and rumour: the role of creators, managers and legislators in managing information (Claire Johnson and Moira Rankin); Appraisal and selection (Rachel Hosker and Lesley Richmond); Records and the transition to the digital (Alistair Tough); Management, curation and preservation of digital materials (Seamus Ross); Digitisation and document encoding (Ian Anderson); EDRMS (Frank Rankin); Security in the digital environment (James Curral); Delivery methods for the advanced training of records professionals (Adele Redhead); Evaluation and user studies (Ian Anderson).

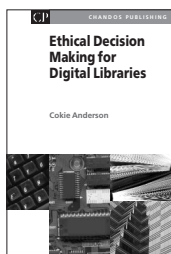
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Pub. Mar 2006 234 x 156 mm c200pp

## Ethical Decision Making for Digital Libraries

Cokie Anderson,  
Oklahoma State  
University, USA

Examines ethical issues and dilemmas that arise in digital libraries, and the codes of conduct, professional guidelines and ethics resources we can use in resolving them. Begins with an overview of classical and applied ethics, then reviews the codes of conduct of professional information societies (libraries, archivists, information technology). Areas covered includes ethical questions in selection of materials, intellectual property, funding, standards, site design, open access initiatives, journal licensing, collaborative projects, digital preservation, outsourcing, and one's responsibilities to one's employer/institution, one's patrons/users, funding agencies, professional associations and the worldwide information community.

**Contents:** *Overview of classical and applied ethics; Ethics and the information professions; Ethics in digitization and electronic publishing; Ethics in digital library services and management; Making ethics a part of digital library planning and management*



## Librarianship and Human Rights: A 21st Century Guide

Dr Toni Samek,  
University of Alberta

The book is a practical guide to taking concrete action on librarianship's responsibilities to the better attainment of human rights. Concepts such as library core values and information ethics are used as springboards for propelling action on librarianship's responsibility to participate in the broad human rights agenda for individuals, institutions, and society.

**Contents:** *Essential concepts and definitions presented in accessible terms suitable for direct application to practice, teaching, advocacy, and coalition; Straight talk on contemporary context; Practical orientation to contemporary issues; Action guides for: practitioners, administrators, advocates, activists, partners, and allies; Recommended resources (international); Closing reflections in which the author looks ahead to the future.*

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Pub. Nov 2006 234 x 156 mm c200pp

## Information Literacy: A Practitioner's Guide

Susie Andretta,  
London Metropolitan University

This book explores two main models of Information Literacy or IL: the SCOUNL (Society of College, National and University Libraries) Seven Pillars of Information Skills and the IL competencies identified by the ALA (American Library Association). Practical examples for the development of IL skills identified by these models are illustrated using printed and web-based resources. The process of integrating IL provision within a programme of study is outlined to illustrate two strategies underpinning this integration at generic-skills level, the 'plug & play' approach, and at subject-specific level, the 'research skills approach'. A range of diagnostic and assessment methods, to monitor the iterative process of IL skills development, are also included.

**Contents:** *Introduction; From user education to IL – national and international perspectives; IL models; Practical applications of IL; Challenges.*

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Price: £55.00 H/B ISBN: 1-84334-066-6  
Pub. Jan 2005 234 x 156 mm 200pp

## Weblogs and Libraries

Prof. Laurel A. Clyde

This book discusses the topic of 'weblogs and libraries' from two main perspectives: weblogs as sources of information for libraries and librarians; and weblogs as tools that libraries can use to promote their services and to provide a means of communication with their clients.

It begins with an overview of the whole weblog and blogging phenomenon and traces its development over the last six years. The many different kinds of weblogs are outlined (including personal weblogs, community weblogs, multimedia weblogs). The problem of locating weblogs is addressed through a discussion of weblog directories, search engines and other finding tools. Chapters include using weblogs as sources of information in the library or information service, the options for creating a weblog, and managing the library's own weblog.

**Key features:** No other book currently available specifically addresses this highly topical subject; weblogs are becoming more important as sources of up-to-date information on many different topics, and so librarians need to be aware of these resources, how they are created and by whom; weblogs are already important as sources of news and current professional information in the field of library and information science; this book helps librarians to become familiar with the best weblogs in this field; while relatively few libraries have created their own weblogs, the use of weblogs has been recommended in the library/information press as a way of providing information for library patrons; this book helps library managers to make decisions about a weblog for their library.

**Contents:** *An overview of the weblog and blogging phenomenon; Weblogs as sources of current information; Finding weblogs; Weblogs in the field of library and information science; Weblogs created by librarians – the state of the art; Creating a weblog – the options; Managing the library weblog; Sources of information about weblogs.*

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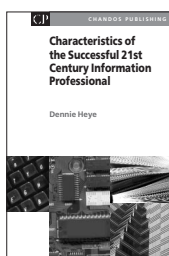
## Characteristics of the Successful 21st Century Information Professional

Dennie Heye, Information  
Scientist at a Fortune Global  
500 company

This book is intended for professional LIS staff and LIS students who want to be more successful as information professionals. The LIS profession is one of the most challenging in the 21st century, combining expertise in information management with information technology skills and knowledge of marketing. The author has written a practical and concise book on the key characteristics with practical tips and techniques. Readers will find this book to be a guide to the diverse characteristics of the information professional, helping readers to achieve greater success in their jobs and careers.

Key features: written by an enthusiastic, creative and knowledgeable author; based on the practical, day-to-day experiences of the author; provides a good overview of the key LIS profession characteristics plus techniques and tips to improve them; can be read as a whole or as selected chapters. Each chapter is focused on one characteristic with an introduction, techniques and tips and a conclusion.

**Contents:** *Each chapter contains a characteristic of the successful information professional, each with an introduction, techniques on how to improve them and a conclusion. Examples of characteristics include: become an Internet search engine expert; how to market yourself as an information professional; how to use persuasion; learning to say no and focus on what is important; effective time management.*



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